

Anne FitzMedrud  
5636 Casino Ave  
San Pablo CA 94806

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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

My family has been with a smaller internet provider for several years now, and we really value their existence. Im a homeschooling mother of three and a religious education instructor & designer, and in all of these capacities, I depend on the internet for community, educational resources for myself and the children in my care, and for access to texts and other materials needed in my work. We only have a couple options for internet where we live, and we tried the big ones before we switched to Sonic. Comcast was Ok, but if anything did go wrong it was awful trying to get any help from them. With AT&T I spent multiple hours on the phone with their employees in India, trying to get the internet to work. They were all very sweet, but it did seem odd because there were times it was in the middle of their night for them, and I just had to wonder why AT&T hadnt hired from within the USA for their call centers instead of outsourcing. When I found Sonic, I was astounded that everyone I spoke to lived here in California. I love that they are stateside. That is very important to me as an American.

We just bought our first house a month ago, and we are still trying to get our internet connected. Weve chosen Sonic as our provider again, but AT&T is in charge of the wires and needs to get them working so we can have internet. We have had 3 appointments with their technicians, but they havent gotten it working yet. The last appointment was two days ago, and they never showed up! Sonic had to call them for us, and they learned that AT&T had cancelled our appointment without notifying us, and AT&T wont schedule another for us, saying that they have to fix the wires first, but they wont commit to a clear date that theyll have it fixed. And there is absolutely nothing I can do. I cant charge AT&T for my lost hours waiting for them, or for my educational subscriptions that my children use for their schoolwork but cant use without internet, or for the hours of hotspot time Im ending up using from my cell phone company in order to keep my familys needs met. In this situation I am so, so grateful to be able to choose Sonic over the big companies. Please continue to support competitive providers. Thank you!

Anne FitzMedrud